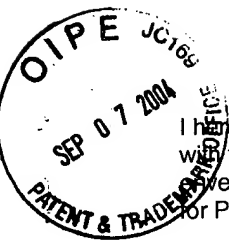


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CERTIFICATE OF MAILING

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Name of Applicant, Assignee or
Registered Representative

Marc V. Richards

Signature

9/3/04

Date of Signature

Our Case No.: 10022/46

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Joaquin Feria et al.

Serial No.: 09/680,902

Filing Date: October 6, 2000

For: METHOD FOR DETERMINING
TOTAL COST OF OWNERSHIP

Examiner: Eric Shaffer

Group Art Unit No.: 3623

AMENDMENT B

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

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GROUP 3600

Dear Sir:

In response to the final Office Action mailed April 5, 2004, please enter the below amendment and consider the following remarks.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 6 of this paper.